

# Intralinks for Know Your Customer (KYC) Case Management

It's more important than ever for companies of all types to conduct thorough and frequent assessments of customers, vendors and business partners to ensure none are engaged in financial dealings with criminals or terrorists and to comply with sanctions against any known bad actors. Further, if any suspicious entities, accounts or transactions are identified, these must be reported to relevant authorities – e.g., the SEC, the FCA or PRA.

Banks and large corporates will face hundreds of thousands of KYC requests, reviews or “cases” on an






annual basis. Manual KYC processes can be extremely tedious, time-consuming, expensive and dangerous, potentially compromising sensitive customer and company information and the organization’s reputation.

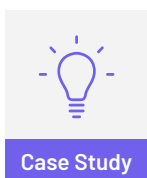
**Intralinks provides an end-to-end secure collaboration solution for managing high volumes of these cases for KYC compliance.** Our solution eliminates paper-heavy processes and multiple emails with large file attachments while dramatically improving the security, completion time, tracking and auditability of the entire process.

## PROBLEM

-  Long completion time per KYC case, resulting in low volume of cases handled
-  Sensitive customer information at risk
-  Lack of visibility into case status/progress
-  No audit and compliance tracking
-  Poor user experience for all involved – internal teams, customers, regulators, auditors and more

## INTRALINKS BENEFIT

-  Reduced time to complete each case and increased total number of cases handled
-  Security of customer PII via bank-grade security
-  Modern platform that centralizes customer information and KYC activities
-  Granular audit trails and reporting to document integrity of the process
-  Greatly improved user experience for all – including dashboards specific to users

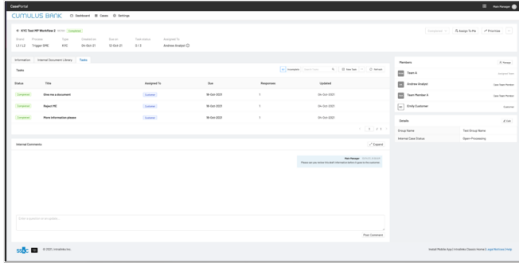


A “Big Four” UK bank needed a more efficient way to process more than 200,000 KYC requests annually. Intralinks was enlisted to digitize the entire process – from creating the KYC case and centralizing collection of sensitive customer data to securely delivering comprehensive information packages to regulators and auditors.

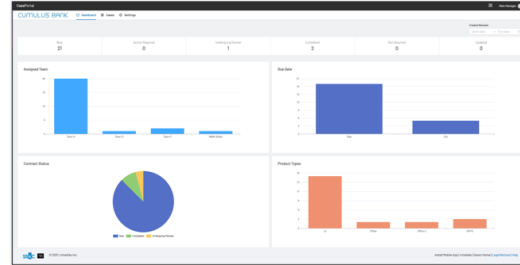
As a result, the bank dramatically reduced costs and resources dedicated to KYC compliance, while achieving better ROI over the long term.

## Transform KYC case management with Intralinks

**Keep collaborators on track** with user-specific KYC task lists; drill into each case to view tasks, documents, comments from collaborators and more.



**Dashboards** provide a real-time, holistic view of KYC cases in the queue and overall project status.



## Why Intralinks for KYC case management

Security is at the heart of everything we do. Our multidisciplinary security approach ensures our clients have the processes, controls and reporting capabilities required to safeguard their data and operations while exceeding regulations and reducing risk.

### Independently verified and certified

More than 450 independent, client-led security audits and penetration tests of our data centers have been conducted since 2014. Numerous certifications are available to support regulatory and risk assessments.

### Pioneer of the virtual data room (VDR)

Our 25+ year legacy in secure document sharing and VDRs means we have facilitated some of the most complex, high-value financial transactions.

### Bank-grade security

We incorporate multiple layers of protection at the data center, employee, product and individual file/document levels. Rely on two-factor authentication, SSO, DDoS protection and more.

### Financial and operational security

Intralinks is backed by parent company SS&C, a USD 6 billion revenue company with a 30+ year history in fintech.

Trust our brand, service and the security we consistently deliver.

# 857K

firms in 147 countries  
and 76 industries

including all of the major banks  
and many of the Fortune 1000  
trust Intralinks

# 4M+

professionals

use Intralinks for capital  
markets transactions and  
regulatory compliance

# USD 34 trillion+

worth of sensitive, high-value  
transactions were facilitated by  
Intralinks in the last 25+ years

Contact us for more information at [intralinks.com/contact/sales](https://intralinks.com/contact/sales)